



City and County of San Francisco

Committee on Information Technology

Regular Meeting

June 15, 2023

Meeting Broadcast & Public Comment

- Today's meeting will be broadcast live via WebEx. Link can be found on the COIT website at sf.gov/COIT
- Public commenters who are participating remotely can join the WebEx or call 415-655-0001 and use access code 2595 134 8061, webinar password COIT (2648 from video systems).
- To speak when public comment is open, dial *3 or use the WebEx raise hand feature.

Agenda

1. Call to Order by Chair
2. Roll Call
3. General Public Comment
4. Approval of Meeting Minutes from April 20, 2023
5. Review Surveillance Technology Policy - Human Services Agency - Audio Recorder - Call Recording Technology (Action Item)
6. Review Surveillance Technology Policy - Multiple Departments - Social Media Monitoring Technology (Action Item)
7. Chair Update
8. CIO Update
9. Adjournment

Item Number 3

General Public Comment

Item Number 4

Approval of the Meeting Minutes from April 20,
2023

Action Item

Item Number 5

Review Surveillance Technology Policy - Human
Services Agency - Audio Recorder - Call
Recording Technology

Action Item



City and County of San Francisco

Human Services Agency

Call Recording Technology

June 15, 2023

Technology Description

Call recording technology allows our organization to record and store audio recordings from our call centers.

The system is configured to detect when call center staff begin a call and captures the conversation as an audio wave file. The audio files are stored in a secured on-premise server.

Authorized users, call center supervisors/manager, can log into the application to conduct quality assurance reviews of their staff's audio recordings or retrieve a needed telephonic signature.

History of Call Recording at HSA

- Call recording has been in use since 2013
 - Six out of 10 total HSA call centers utilize this technology
- Initial use case was QA; in October 2013, Telephonic Signature (Telsig) was added as another use case
 - In compliance with ALL COUNTY INFORMATION NOTICE I-60-13 authorizing acceptance of verbal assent
- For inbound calls to call centers, clients receive notification of calls being recorded
 - California law requires two-party consent
- For outbound calls, staff notify clients that calls are being recorded
 - Procedure defined to accommodate clients' request for not being recorded

Authorized Use Cases

San Francisco Benefits Network (SFBN), County Adult Assistance (CAAP), CalWORKs (CW), Department of Disability and Aging Services MediCal & CalFresh Eligibility (DAS Eligibility), DAS Hub Intake, In-Home Supportive Services Independent Provider Assistance Center (IHSS IPAC)

Call recordings for this group comprise the majority, at roughly 98% of all recordings

1. Telephonic Signature (Telsig)
2. Quality Assurance (QA)

Family and Children Services (FCS)

FCS call recordings represent about 2% of all recordings

1. Quality Assurance (QA)

Special Investigations Unit (SIU)

SIU access above call recordings infrequently – a handful of times per year

1. Collection of evidence for use in official civil, administrative, and criminal investigations

Process Overview & Data Lifecycle

➤ Activation

Telephone lines to be recorded are configured for each & every active call center staff; individual accounts are provisioned for tracking & auditing. Calls are only recorded when staff logon to the call center.

➤ Collection

Once call recording is activated, all inbound and outbound calls are recorded and stored in audio wave files – each call is stored in a separate file.

➤ Processing & Use

Call recording files are timestamped; no further processing of data takes place.

Audio files are accessible only by managers and supervisors, on as-needed basis; their access is logged.

Process Overview & Data Lifecycle – continued

➤ Sharing

In normal operations, Programs do not share call recordings internally or externally. As part of investigative operations, call recordings can be accessed by SIU and shared with attorneys, law enforcement and courts.

➤ Retention

Generally, the regulations require that all public assistance, social service, and administrative claiming records and their supporting documents, to be retained for six years after the case is closed.

Notable exceptions include when there is an open federal or state audit, or when criminal or civil litigation is involved.

➤ Disposal

Authorized SFHSA IT staff delete call recordings after expiration of retention period.

Other Pertinent Information – PSAB feedback_

Added CAAP & DAS Hub Intake to the list of Programs – not PSAB feedback

Disclose all uses cases in the recorded greetings

- Adverse impact to clients, especially those among vulnerable populations
- Other Bay Area counties disclose only training and quality assurance
- There is no legal requirement to disclose the purpose of call recording
- We have removed purpose of call recording from our recorded greetings, and Trained our staff on how to address inquiries reg. purpose of call recordings

Add clarifying comments to STP reg. data sharing & retention period

- Internal Data Sharing section updated to indicate that requests from law enforcement for additional info require proper legal process such as a search warrant or subpoena
- External Data Sharing section updated to indicate sharing of data is subject to Welfare and Institutions Code Section 10850.3, which requires proper legal process
- Data Retention section updated to indicate that cases can be open a few months to several decades

PSAB Meeting Dates

- March 23, 2023
- PSAB recommends approval

Questions

Item Number 6

Review Surveillance Technology Policy - Multiple
Departments - Social Media Monitoring
Technology

Action Item



City and County of San Francisco

Multidepartmental Policy

Social Media Monitoring Software - Multidepartmental

June 15, 2023

Why a multidepartmental policy?

- Certain technologies are used by many departments in the same way
- In such cases – the ordinance does not prohibit one policy to cover more than one department
- This is a new concept, still adhering to all ordinance requirements but allowing for some individual departmental procedure
- Four previous SMM policies that focus on communication

Technology Description

- A social media monitoring technology is:
 - a technology from which a department can review all their social media accounts in one place,
 - search all accounts and public content at once by typing in key words through a dashboard interface,
 - schedule posts in advance on social media platforms and
 - analyze the engagement with those posts.
- While the specific functions of each tool may vary, the technology often allows conversations to be labeled for later reference and can save content posted to social media platforms by other users.
- Search terms can be saved so that they can be repeated in the future, supporting customized monitoring across social media platforms.

Authorized Use Cases

1. Publish the Department's content on social media.
2. Communicate with social media users about Department news and share information on services offered through social media channels
3. Analyze data gathered from social media sources to assess the effectiveness of outreach and optimize messaging to the public to achieve the Department's communication objectives

STP and SIR Appendices - Introduction

- Most of the policy document requirements have been standardized for all departments
- However, some required components were not standardized to encourage department participation by allowing individual department practices to be reflected in the joint policy

STP Appendices A, B, & C

- *Appendix A: Authorized Job Titles & Classification Numbers*
- *Appendix B: Internal & External Data Sharing*
 - Majority of departments do not plan to share data
 - AIR and HOM shares data internally and AIR shares externally
- *Appendix C: Data Retention Period & Justification*
 - Many departments do not retain data
 - Range of 2-8 years retention. Potentially longer for legal compliance/investigative purposes (DPA, AIR) or for benchmarking trends (CON, ENV), though no PII retained in the latter case.
 - Suggest an STP amendment to remove Environment from “Exceptions to Retention Period” on pg. 20, included in error.

STP Appendix D, E, & SIR Appendix A

- *STP Appendix D: Compliance*
- *STP Appendix E: Contact Information for Public Inquiry*
- *SIR Appendix A: Financial Information*
 - Department have anywhere from one to 30 employees using this technology
 - Department annual cost estimates for operating this technology (including software licenses and existing personnel) vary from approx. \$1k-\$530k, with a median estimated cost of \$43k. Variation is dependent upon department size and how critical communications work is to department goals.
 - Total estimated cost across the 28 Departments is \$1.9M. This includes updated cost estimates for DEM (\$35k) and DBI (\$3k), to be reflected in updated SIR for submission to Board of Supervisors.

PSAB Meeting Dates

- PSAB Meeting Date: June 8, 2023
- PSAB recommended approval

Questions

Item Number 7

Chair Update

Item Number 8

CIO Update



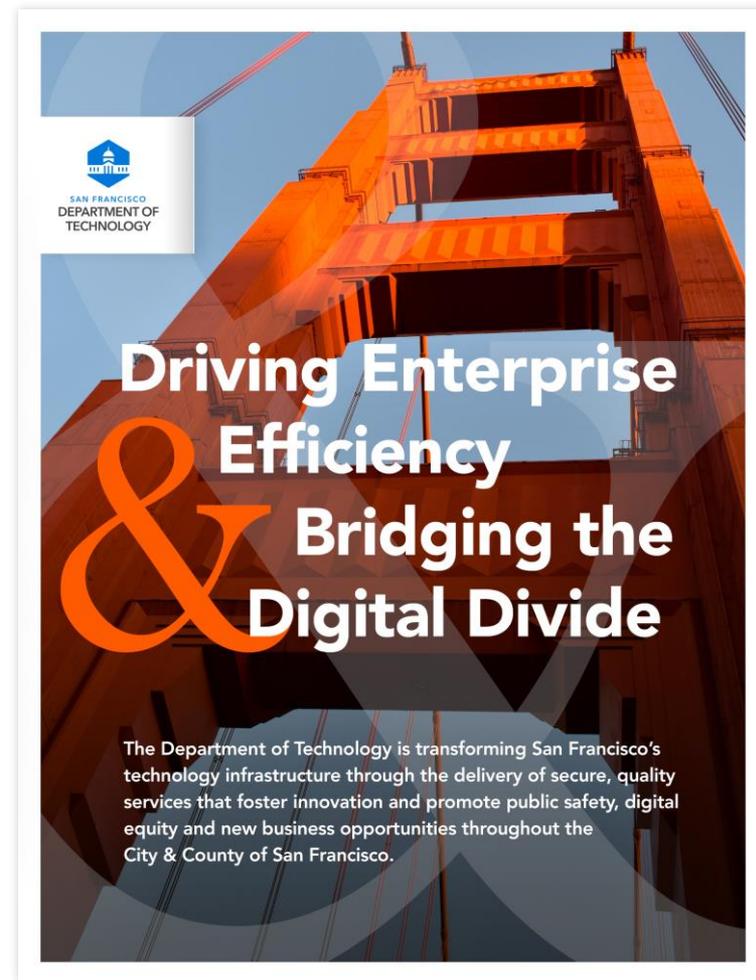
COIT CIO Update

Linda Gerull, City CIO

June 2023

DT Priorities FY23/24

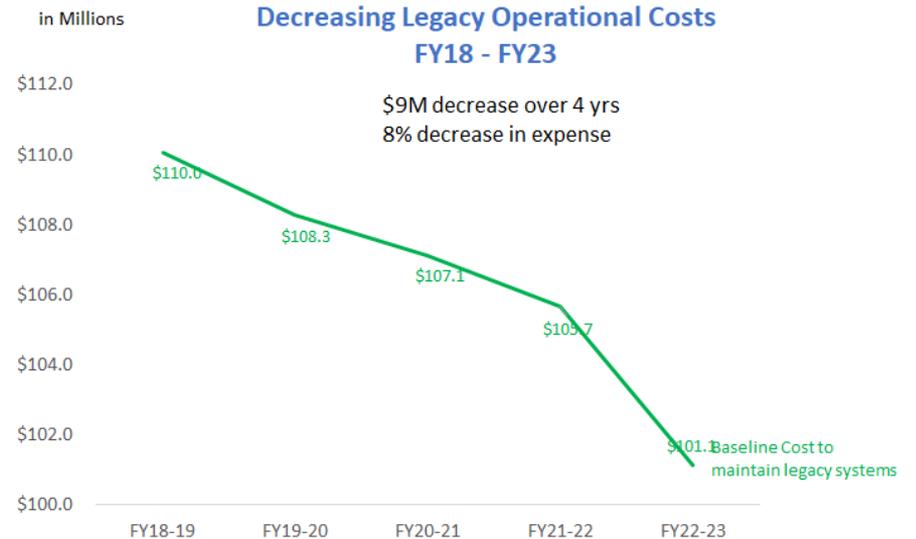
- Modernize city network and voice systems.
- Deliver technology disaster recovery solutions and resilient environments.
- Modernize public safety systems.
- Build Cloud Center of Excellence to provide cost effective cloud solution.
- Leverage enterprise apps to deliver digital services.
- Enhance programs to detect, respond and recover from cyber events.
- Support virtual and/or hybrid public meetings.
- Deploy fiber to affordable housing units to close the digital divide.



Efficiency in Government

Driving Down Legacy Operating Costs

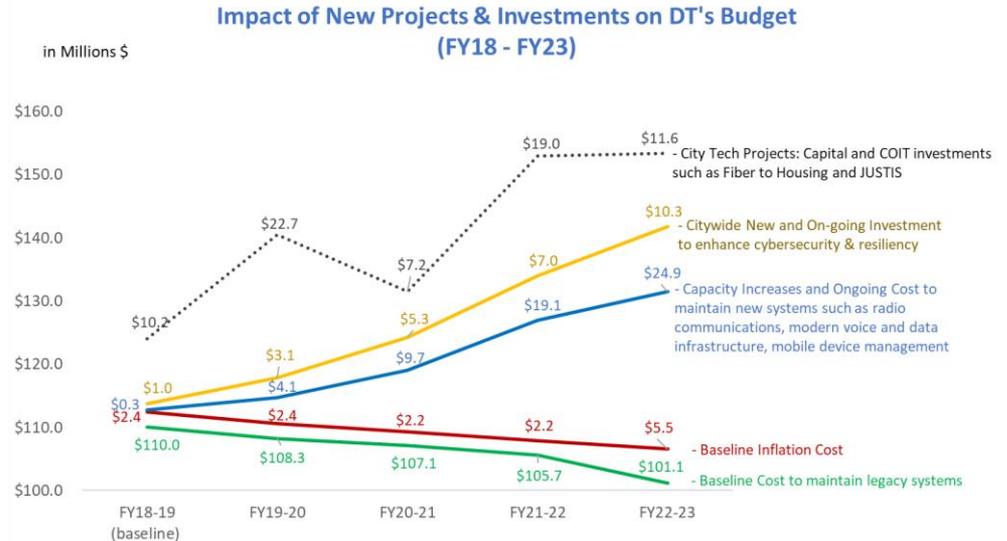
- ❖ 75% of DT budget decreased of 8%, \$9M
- ❖ Negotiated contractual decreases
 - Large contract from 10% to 26% discount
- ❖ Software license and device clean-up
- ❖ Reduce redundant systems (IAM for SFO, POL)
- ❖ Completing projects on time



Adopting Modernization

Increasing Efficiency and Innovation While Managing Growth

- ❖ 75% of DT budget is reduced 8% even as normal inflation and contractual increases are 5%-10%
- ❖ 25% of DT budget increasing to meet demand for capacity, new system maintenance and security
- ❖ Transforming outdated and costly infrastructure
- ❖ Driving Cost Efficiency: Maximizing resource utilization and financial savings
- ❖ Accelerating Problem Solving: Harnessing investments to swiftly address challenges



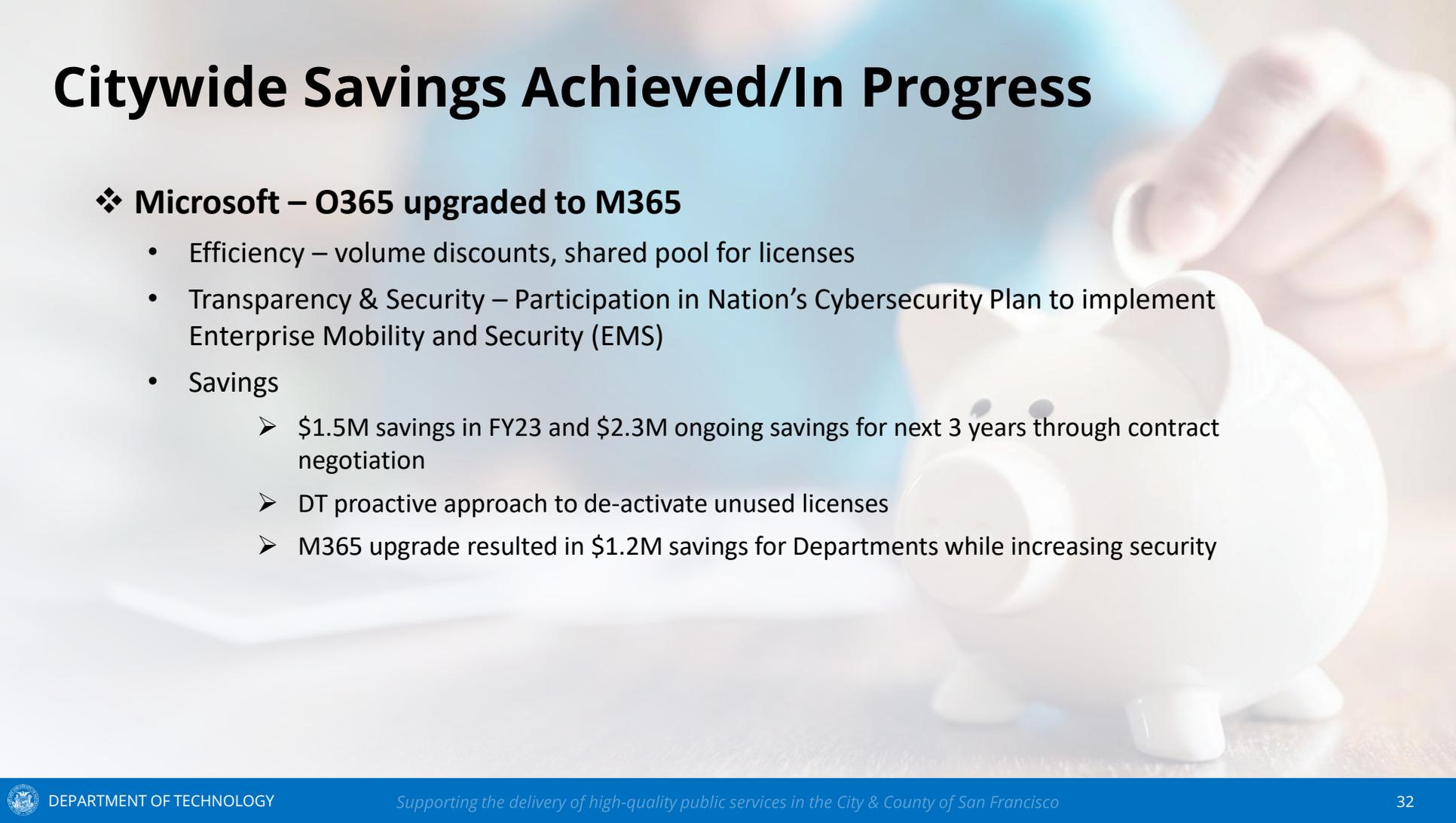
Here's Where the Growth Is:

- 11,000 Home Workers
- 13,000 Mobile Devices
- 8,000 Personal Devices
- 590 Cloud Business Systems

Green – legacy systems decreasing

Blue and Yellow – investments for modern system maintenance, added capacity and security

Citywide Savings Achieved/In Progress



❖ Microsoft – O365 upgraded to M365

- Efficiency – volume discounts, shared pool for licenses
- Transparency & Security – Participation in Nation’s Cybersecurity Plan to implement Enterprise Mobility and Security (EMS)
- Savings
 - \$1.5M savings in FY23 and \$2.3M ongoing savings for next 3 years through contract negotiation
 - DT proactive approach to de-activate unused licenses
 - M365 upgrade resulted in \$1.2M savings for Departments while increasing security

Citywide Mobile Device Policy Update

❖ Cellular

- Citywide policy to regulate and reduce cellular costs
 - ✓ DT updated the Citywide Mobile Device Policy and introduced at COIT - completed in Apr 2023
 - Departmental Finance and Procurement teams to review proposed policy at the Tech Procurement Forum - June 20, 2023
 - COIT, DHR and City Administrator to review and approve the updated Policy - scheduled in Aug/Sep 2023
- \$500K reduction in Citywide cellular budget beginning FY24-25

Adjournment